




## MEMORANDUM

TO: Agency Telecommunications Coordinators

FROM: Alice Engle, Chief of Operations  
Division of Telecommunications 

DATE: April 28, 2003

SUBJECT: Telecommunications Coordinator Orientation – in Springfield

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Due to increasing agency demands, we are pleased to offer a second half-day orientation for newly appointed Telecommunications Coordinators. Attendance will enable new Coordinators to more effectively utilize CMS to achieve their agency's telecommunications goals.

### Telecommunications Orientation:

Date: Thursday, May 22, 2003  
Time: 9 a.m. – 12 p.m.  
Location: Capital City Center  
130 W. Mason Street, Rm. 202  
Springfield, Illinois 62702

### Orientation Topics:

- The role of the Telecommunications Coordinator
- The role of the Communications Systems Specialist (your agency's CMS representative)
- Standard and unique products and services
- Voice and data ordering processes and forms completion
- Identifying routine versus non-routine orders
- Important contacts at CMS, Division of Telecommunications
- Understanding the billing process
- Cellular products and services
- The BCCS On-line catalog and web site

To register for the orientation, contact Sarah Zerfas at (217) 524-2159. Space is limited and registrations will be accepted through May 15, 2003 on a first come, first-served basis.

In the interim, if any new coordinator needs assistance, please do not hesitate to call (217) 524-1029 to be connected to your CSS here in the Division of Telecommunications. My staff is always available to develop an appropriate product and service mix to meet your agency's needs.